UBER

GLH Compliance Training

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22.01.18

Agenda

GLH Compliance Training

1. Re-cap
2. Compliance overview
3. What’s happening
4. How does it work?
5. Scenario overview
6. New Supply - Vehicle Solutions
7. FAQs

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Re-cap

What has brought us to today?

Why is this all coming about?

Time for us to comply!

The **Taxi Services Commission (TSC)** have announced that:

As long as you have the confirmation email as proof that you submitted your application [hire car and driver accreditation] to the Taxi Services Commission and you are driving a safe vehicle, you are able to drive a hire car, unless advised otherwise.

For Uber, from today this means all **existing, Active** driver-partners must have applied for their hire car licence and driver accreditation in order to comply with the TSC's requirements.

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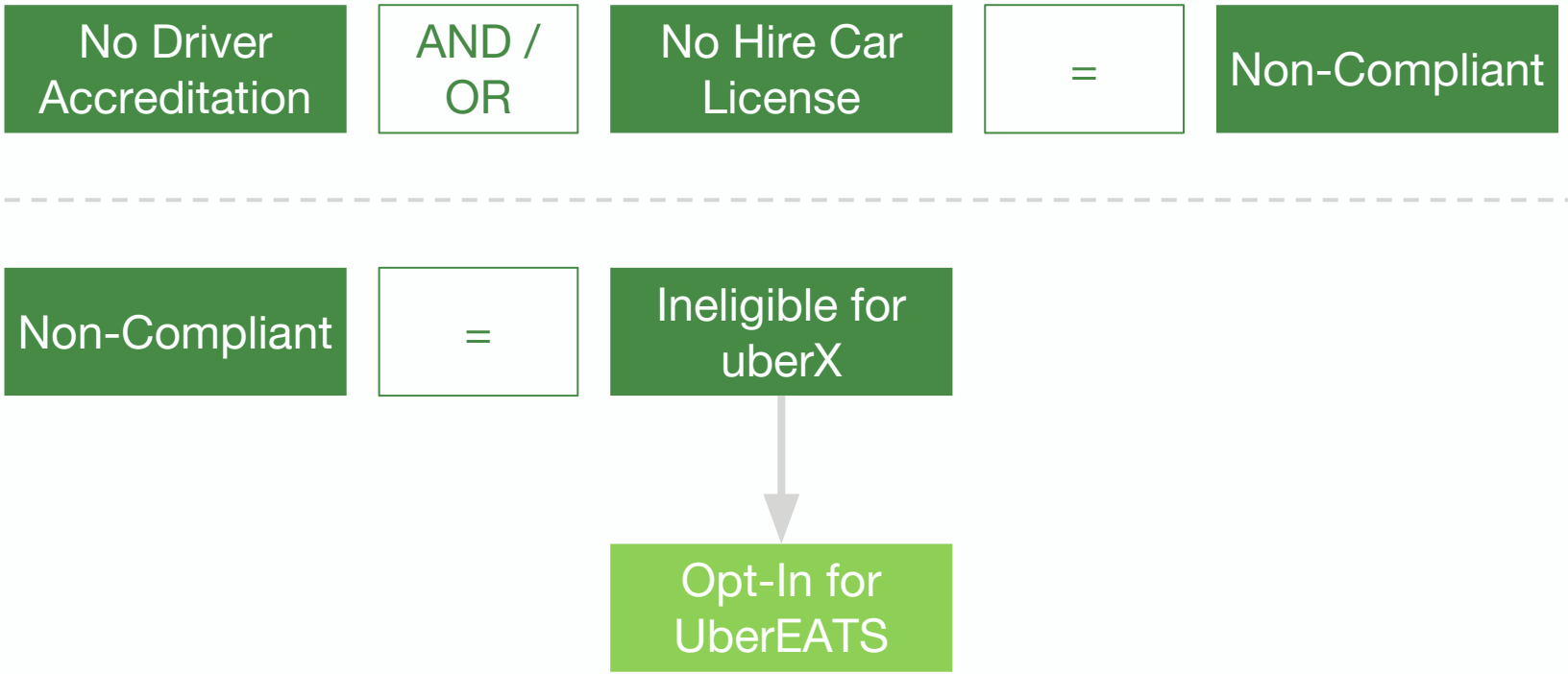
Compliance overview

A snapshot of the changes that have been made.

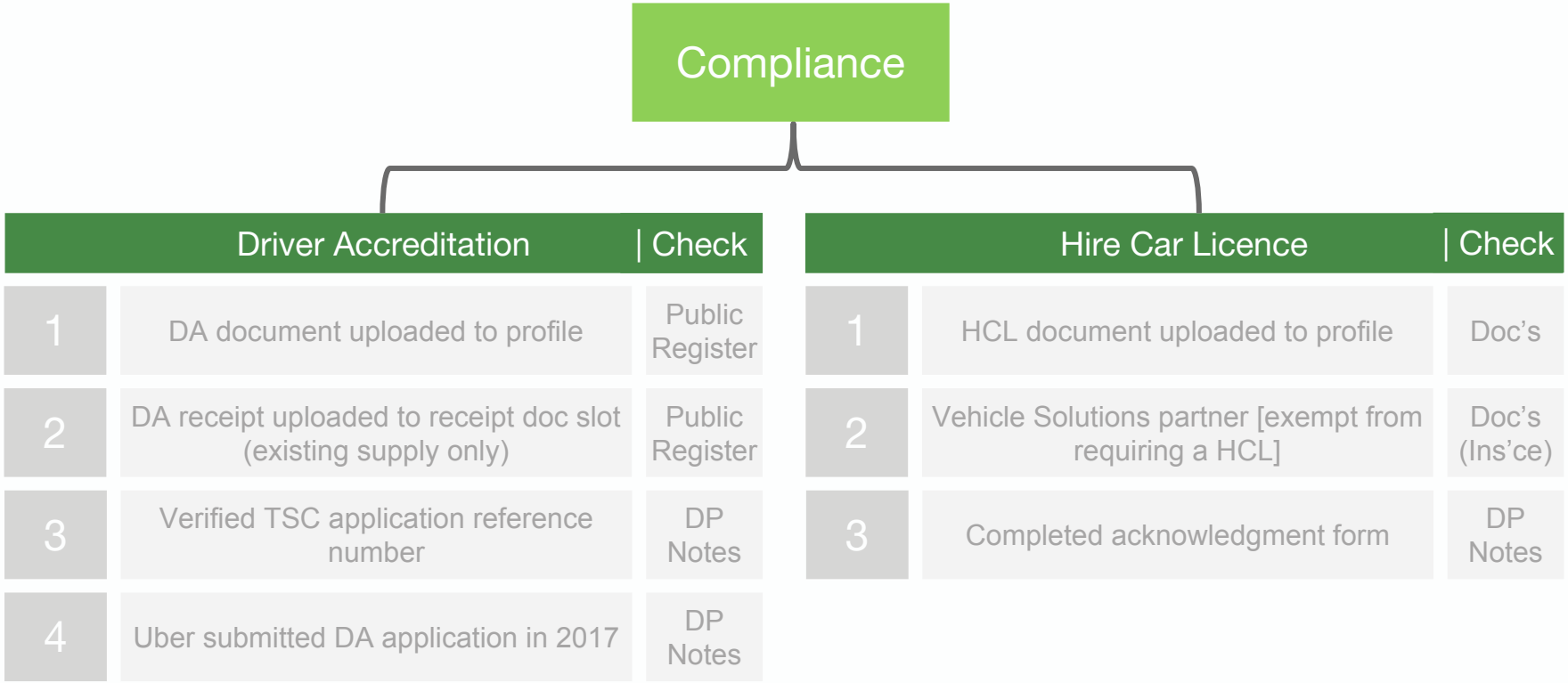
What has happened?

Drivers who were non-compliant as of Jan 21 11.59pm will have been deactivated.



How can a Driver-Partner be compliant?

There are a number of ways we currently consider DP's to be compliant.



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How does it work?

What is the process which facilitates all this?

What will accounts look like?

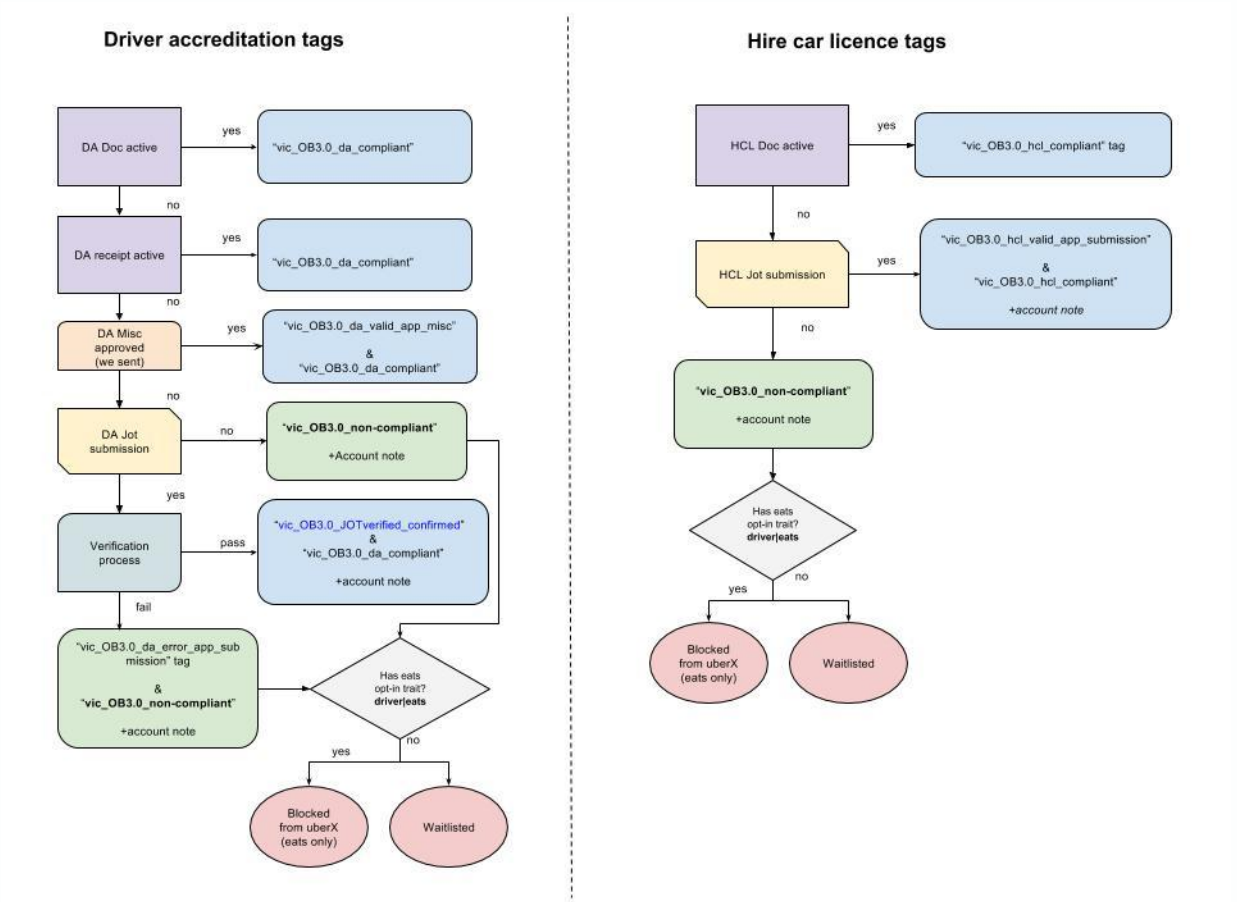
There are different tags, traits and statuses applicable.

Expert Account Triage Process

STATUS	TAGS	TRAITS	COMPLIANT / NON-COMPLIANT
Waitlisted	vic_OB3.0_non-compliant	NONE	Non-Compliant - No EATS
Active	vic_OB3.0_non-compliant *(could have one of the compliance tags)*	driver|eats	Non-Compliant - EATS (P2P flow but will not receive uberX trips)
Active *If driver|eats trait* Waitlisted *No trait*	vic_OB3.0_**da**_compliant *OR* vic_OB3.0_**hcl**_compliant	*driver|eats* *OR* NONE	Partially Compliant
Active	vic_OB3.0_da_compliant *AND* vic_OB3.0_hcl_compliant	NONE	Compliant

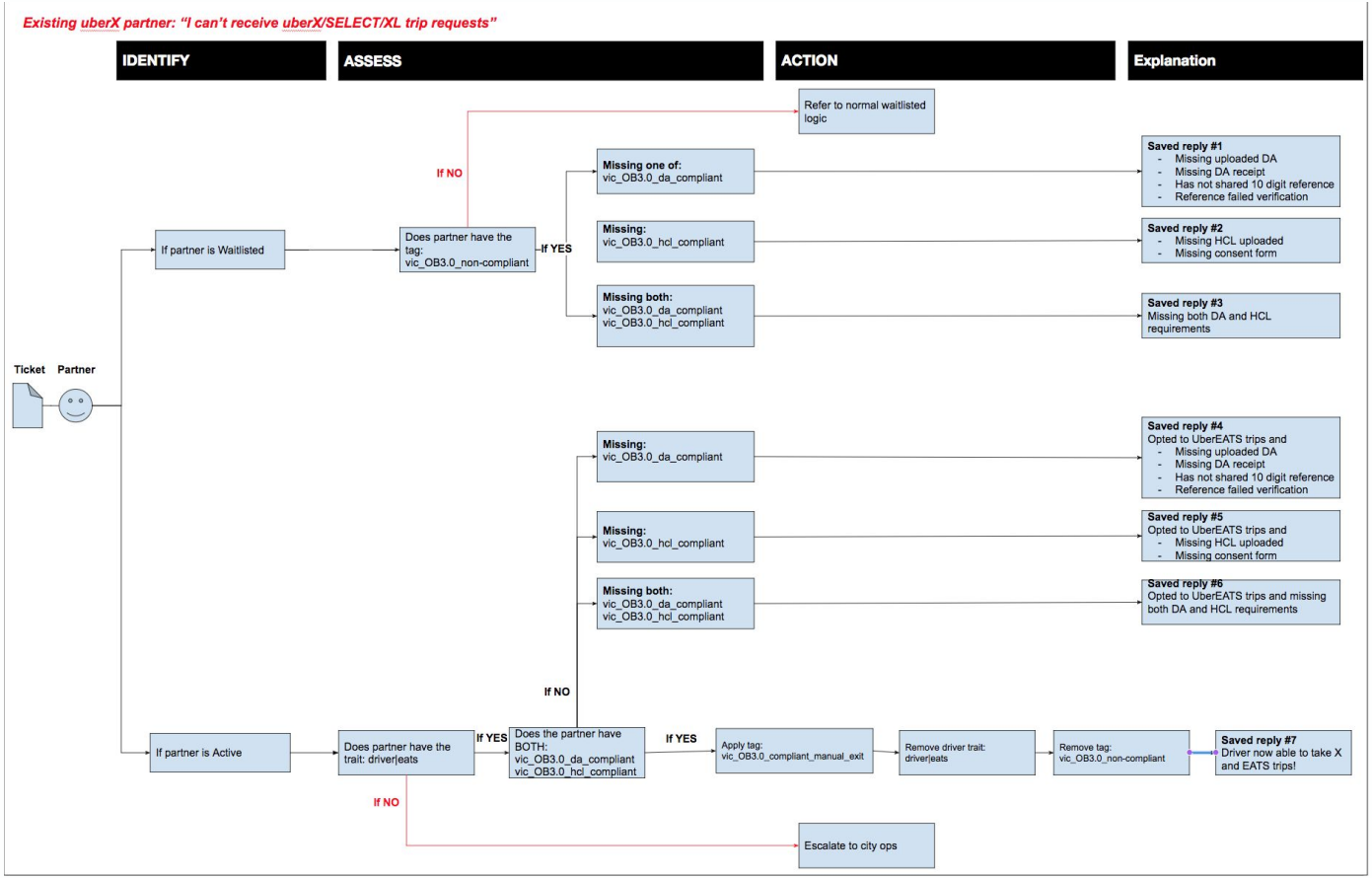
CAUTION HERE

How do tags get added?



The troubleshooting tree

SAVED RESPONSES



Required documents reminder

P2P DP must meet Enforcer logic regardless of situation

DP must meet the Enforcer logic for P2P:

- DL (front & back)
- Passport
- **Police check OR**
- **Driver Accreditation**
- Insurance
- Rego
- Vehicle Inspection

MUST HAVE SOME FORM OF BGC

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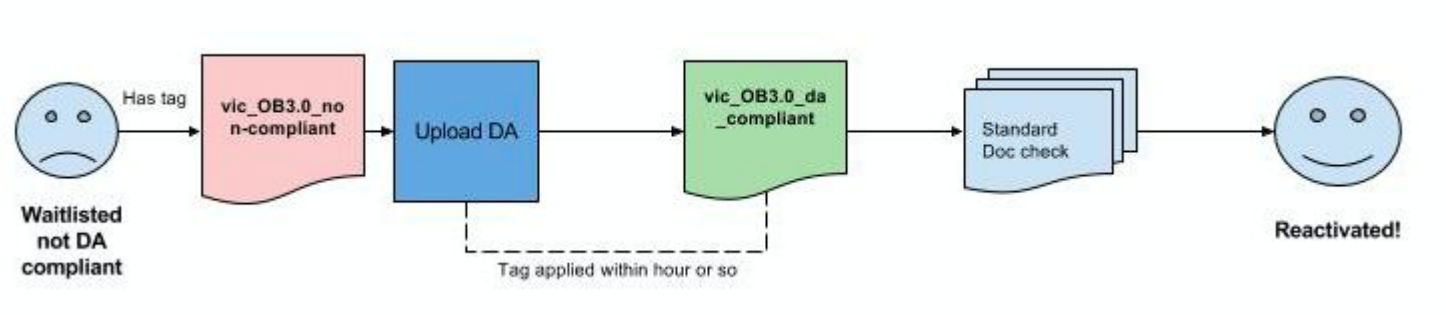
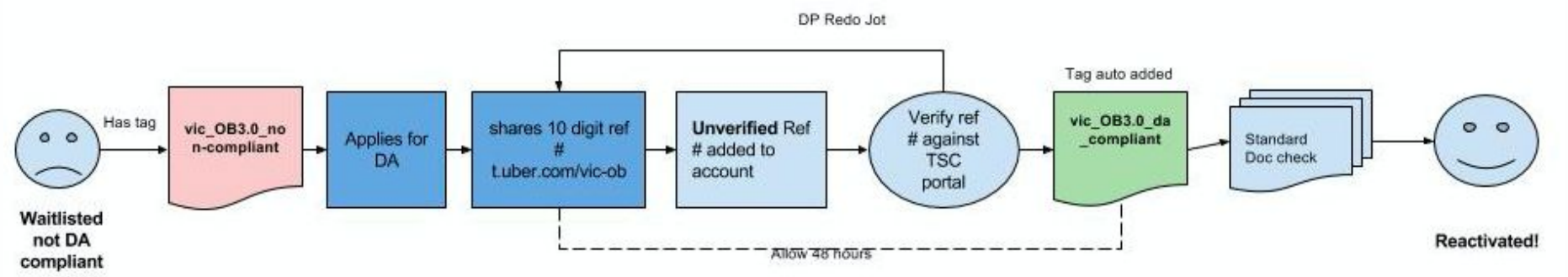
Scenario overview

A closer look at each of the possible scenarios

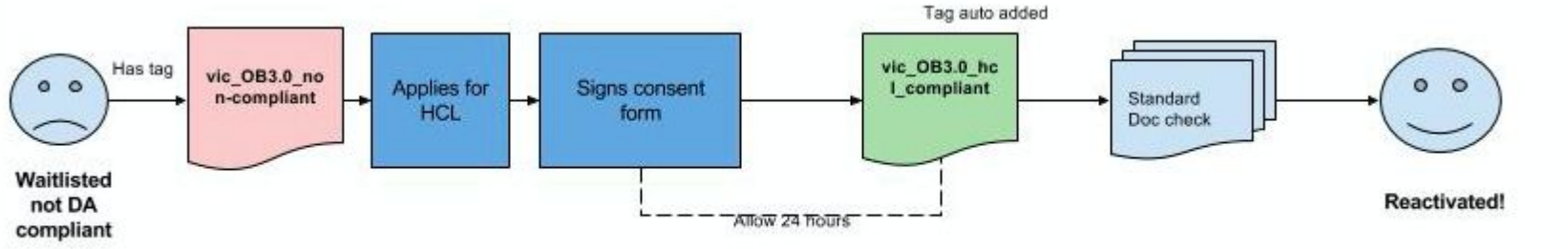
Non-compliant - Missing DA → Uploads DA or DA receipt



Non-compliant - Missing DA → Applies and sends DA ref #



Non-compliant - Missing HCL → Completes HCL acknowledgment form



Note: Same applies if they upload a HCL document

We will not be reactivating in Hub, let the process do its thing!

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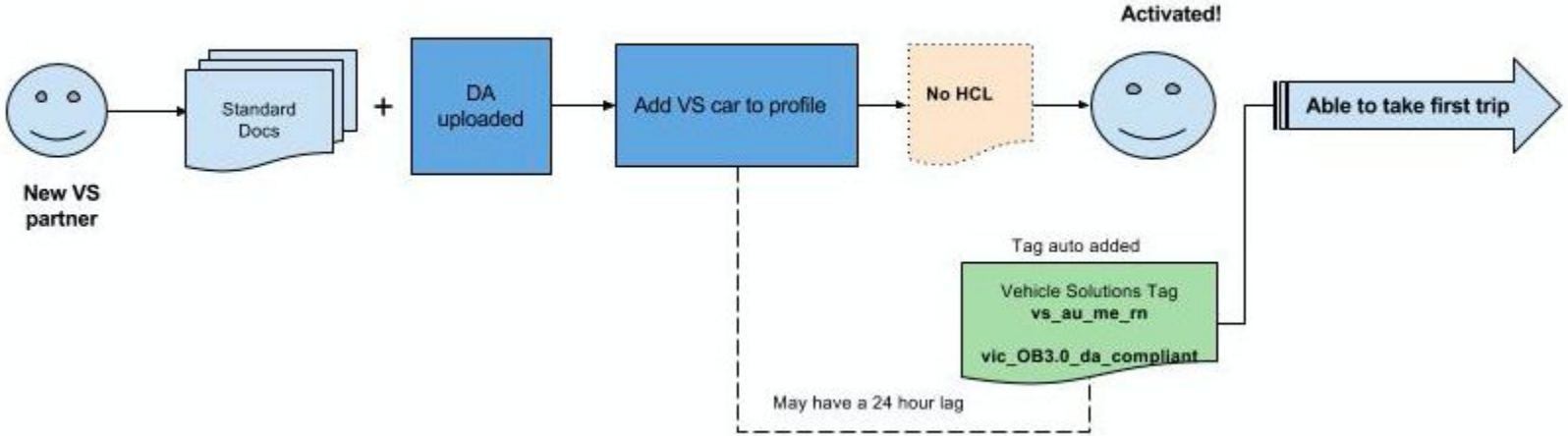
New Supply - Vehicle Supply

What's going on with VS partners?

New supply partner with VS vehicle



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FAQs & Language

What more do you need to know?

FAQs

If drivers have a DA verified ref number do they also need a PC?

Yes. If there is no DA document uploaded they still require a valid PC to access the app.

Can we add new cars to existing supply accounts without a HCL?

Yes. If a DP has signed the acknowledgment form and has account note (below) they have acknowledged that every car they intend to drive on the Uber platform has a valid hire car licence application pending with the TSC. We should advise the DP to keep a copy of the hire car licence application email on them as proof they have applied should the TSC request confirmation.

Account Note: *OB3.0: This driver has confirmed that they have applied for their hire car licence. This driver's HCL requirement is MET through this.*

FAQs

Conflicting notes:

Accounts may appear to have many conflicting notes which may seem confusing.

The key here is to use notes to tell a story as to what has happened with the account over time.

At the end of the day, tags will provide you with the source of truth of where the account currently stands.

Example

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Non-compliant, doing EATS→ Fulfills all uberX requirements

Typography + Colors

Typography

Lorem
Statement
Thin 26pt
#000000

Lorem
Cover Title
Thin 21pt
#000000

Lorem
Callout
Thin 17pt
#000000

Lorem
Subtitle
Thin 11pt
#A6AAA9

Lorem
Slide Title
Thin 14pt
#468A46

Lorem
Body Header
Thin 10pt
#000000

Lorem
Body
Thin 10pt
#777777

Lorem
Key
Thin 8pt
#777777

Color (Global Green Palette)

WHITE
#FFFFFF

GREY 02
#F2F2F2

GREY 04
#D6D6D5

GREY 06
#A6A5A5

GREY 08
#777777

GREY 10
#6A6A6A

GREY 12
#545454

BLACK
#000000

GREEN S1
#468A46

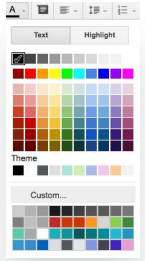
GREEN S2
#57AD57

GREEN P1
#8ECF56

GREEN P2
#CFEDB5

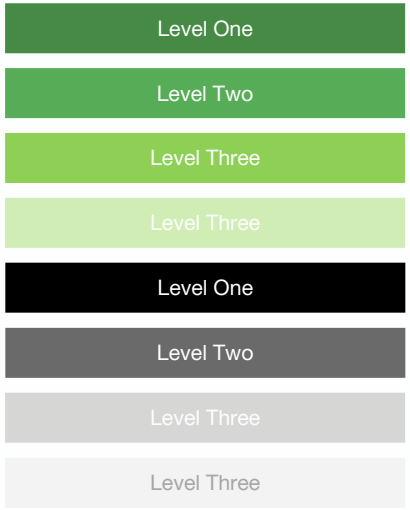
Adding color palette to Google Slides

Select “Custom…” from font dropdown menu, enter hex color #



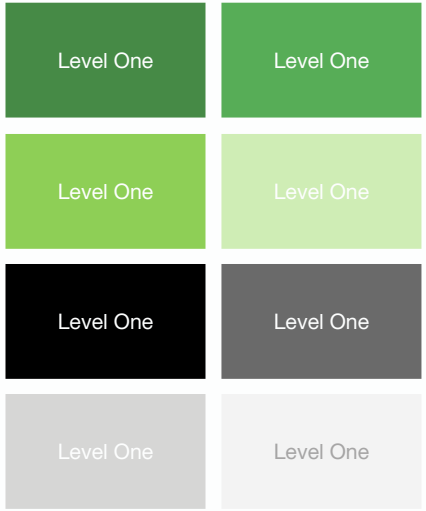
Diagrams + Lines

Small diagram blocks



50PX (Height)

Large diagram bocks



115 PX (Height)

Lines / Arrows

Timeline / Hierarchy